



Goddard Procedural Requirements (GPR)

DIRECTIVE NO. GPR 1460.2B
EFFECTIVE DATE: July 11, 2014
EXPIRATION DATE: August 28, 2018

APPROVED BY Signature: Original Signed By
NAME: Raymond Rubilotta
TITLE: Director, Management Operations Directorate

COMPLIANCE IS MANDATORY

Responsible Office: 271/Technical Information and Management Services Branch

Title: Mail Management Program

PREFACE

P.1 PURPOSE

This directive establishes a mail management program for efficient, effective, and economical management of internal, incoming, and outgoing mail at the Goddard Space Flight Center (GSFC).

P.2 APPLICABILITY

This directive applies to all organizational elements at GSFC (includes Greenbelt, the Goddard Institute for Space Studies (GISS) and the Wallops Flight Facility (WFF) locations). It applies to all GSFC civil servants and to contractors to the extent required by their contracts, grants, or cooperative agreements.

P.3 AUTHORITIES

National Aeronautics and Space Act of 1958, as amended, 42 U.S.C. § 2473(c)(1)
United States Postal Service (USPS) Domestic Mail Manual
General Services Administration (GSA)
41 C.F.R. Parts 102-192
NPD 1460.1, Agency Mail Management Program

P.4 APPLICABLE DOCUMENTS

270-WI-1490.0.1C, Handling Suspicious Mail
270-WI-4520.2.2K, Central Receiving Operations
270-WI-1460.0.1, Commercial Mail Metering Process

P.5 CANCELLATION

None

P.6 SAFETY

Nitrile gloves and N95 particulate respirators will be made available to Mail Service Center (MSC) employees for their own personal protection. Use of these items, however, is optional and up to the discretion of each employee. Information received from the United States Postal Service (USPS), the General Services Administration (GSA), or NASA GSFC Security Division regarding potential dangers to the MSC shall be posted in the MSC and employees shall be made aware of such circumstances. Additional guidance regarding the handling of suspicious mail pieces can be found in 270-WI-1490.0.1C, Handling Suspicious Mail.

P.7 TRAINING

MSC employees shall be trained by the MSC supervisor on the proper use of the mail metering equipment, and the procedures for processing NASA GSFC mail.

P.8 RECORDS

Record Title	Record Custodian	Retention
270-Form-0096, GSFC Distribution Advance Job Sheet	MSC Supervisor	*NRRS 1/87D, Destroy when 1 year old.
270-Form-0097, International Mail Screening Form Letter	MSC Supervisor	*NRRS 1/33, Destroy 2 years after response to request.
270-Form-0098, Suspicious Mail Handling Log	MSC Supervisor	*NRRS 1/87E, Destroy when 1 year old.
Accountable Mail Manifest	MSC Supervisor	*NRRS 1/87A1, Destroy when 1 year old.
Daily Record of Meter Register Reading Book	MSC Supervisor	*NRRS 1/87G, Destroy when 6 years old.
USPS Form PS 3533, Application and Voucher for Refund of Postage, Fees, and Services	MSC Supervisor	*NRRS 1/87C, Destroy when 6 months old.
GSFC 11-54, Shipping and Mailing Request Form	MSC Supervisor	*NRRS 1/87A1, Destroy when 1 year old.
Monthly/Annual Mail Report	MSC Supervisor	*NRRS 1/87G, Destroy when 6 years old.
USPS Form PS 3877, Firm Mail Book for Accountable Mail	MSC Supervisor	*NRRS 1/87A1, Destroy when 1 year old.

Distribution List Data Base/Wallops Automatic Label Printing System	Wallops Mail Manager	*NRRS 1/88A1, Destroy after appropriate revision of list or after 3 months, whichever is sooner.
GSFC 11-1, WFF Customer Change Form	Wallops Mail Manager	*NRRS 1/88A1, Destroy after appropriate revision or after 3 months, whichever is sooner.

*NRRS – NASA Records Retention Schedules ([NPR 1441.1](#))

P.9 MEASUREMENT/VERIFICATION

Performance Requirements Summary metrics in the current Goddard Logistics and Technical Information Contract and in the current Wallops Institutional Consolidated Contract (WICC) detail specific data that is collected regarding various mail services. The monthly and annual mail reports also provide information regarding volume of mail pieces handled and the costs associated with processing outgoing GSFC mail.

The Center Mail Manager shall prepare and submit monthly mail reports to the Branch Head regarding postage consumption and distribution activities for GSFC. The Center Mail Manager shall also submit quarterly consumption reports to the Agency Mail Officer, and ensure the GSFC response for the Agency mail report to GSA is reviewed by the Branch Head and submitted to the Agency Mail Officer.

The Center Mail Manager shall conduct annual customer survey evaluations and submit customer survey evaluation metrics to the Agency Mail Officer.

PROCEDURES

In this document, a requirement is identified by “shall,” a good practice by “should,” permission by “may” or “can,” expectation by “will,” and descriptive material by “is.”

1. RESPONSIBILITIES

1.1 The Center Director shall appoint a Center Mail Manager to be responsible for ensuring that Center mail management activities comply with applicable laws, regulations, and Agency policies and requirements as well as establishing a Center Mail Management Program.

1.2 The Director of the Information and Logistics Management Division shall serve as the senior official and primary coordinator in the implementation and approval of NASA policies, procedural requirements, standards, and program-level performance measures for the Center Mail Management Program.

DIRECTIVE NO.	<u>GPR 1460.2B</u>
EFFECTIVE DATE:	<u>July 11, 2014</u>
EXPIRATION DATE:	<u>August 28, 2018</u>

1.3 The GSFC Mail Manager shall:

- a. Manage mail services at Greenbelt, Wallops, and GISS, providing technical assistance and procedural advice to GSFC organizations and employees responsible for mail functions.
- b. Ensure daily cost accountability for commercial meter processing of mail.
- c. Conduct customer surveys, at a minimum of once per year, and submit results to the Agency Mail Officer annually by October 31.
- d. Conduct periodic reviews of the Center's mail operations to identify needed process improvements regarding cost and mail processing efficiencies.
- e. Monitor mail and distribution operations of the service support contractors, as specified in their contract, where applicable.
- f. Perform as liaison between NASA mail operations and local USPS officials on matters concerning mail and distribution operations.
- g. Plan, implement, and maintain an efficient and cost-effective mail distribution system, including establishing a Center-level mail management policy.
- h. Ensure that mail operations have a security procedure for handling suspicious mail and evacuation procedures.
- i. Submit required postal accountability reports quarterly to the Agency Mail Officer.
- j. Follow Center policies and procedures for the handling and delivery of classified national security information.
- k. Collaborate with resource analyst to ensure funds are processed in a timely manner for postage meters, business reply mail, and permit imprint accounts as well as ensure funds are never depleted on any accounts, and services are not delayed due to lack of funds.

1.4 The Center Transportation Manager and Center Printing Manager shall:

- a. Track costs of outgoing items that meet the USPS definition of mail, but that are not metered in the mail center.
- b. Submit annual reports to the Agency Mail Officer upon request.

1.5 The MSC Supervisor shall:

- a. Ensure all mailroom employees are trained on the use of mailroom equipment, handling suspicious mail pieces, and the procedures for processing GSFC mail.

DIRECTIVE NO.	<u>GPR 1460.2B</u>
EFFECTIVE DATE:	<u>July 11, 2014</u>
EXPIRATION DATE:	<u>August 28, 2018</u>

- b. Ensure all first-class mail is processed and sorted for delivery the same day that it is received from the USPS.
- c. At Greenbelt, ensure all periodicals and other subscription-related magazines and publications are processed and sorted for delivery within 2 working days of receipt from the USPS. At WFF, ensure all periodicals and other subscription-related magazines and publications are processed and sorted for delivery the same day that they are received from the USPS.
- d. Ensure internal mail is processed for delivery within 4 hours of receipt in the MSC.
- e. Provide a monthly breakdown of mail costs per GSFC location to the Center Mail Manager.
- f. Maintain a copy of all requests for additions, changes, or deletions to mail codes.
- g. Maintain an up-to-date list of all active GSFC mail codes by building number.
- h. Call 911 upon notification of receipt of suspicious mail.

1.6. The MSC shall:

- a. Receive, screen, sort, and prepare for delivery all incoming official government business-related mail pieces.
- b. Ensure all mail received from the USPS is screened by the x-ray machine before any processing of mail takes place as well as ensure that all packages containing a USPS barcode label is scanned each day.
- c. Ensure mail is delivered and picked up according to the MSC pick-up delivery schedule.
- d. Ensure mail is metered at the beginning of each day at Greenbelt and at the end of each day at Wallops, and close out the USPS account in the mail system at the end of each day at both locations.
- e. Ensure distribution jobs are completed timely and accurately according to the requestor's requirements.
- f. Establish new mail stations as needed.
- g. Ensure all GSFC mail stations are kept in clean and safe condition.

1.7 The Export Control Office shall review and approve/disapprove all international mail addressed to designated countries. Mail going to non-designated countries will be randomly reviewed by the Export Control Office.

DIRECTIVE NO.	<u>GPR 1460.2B</u>
EFFECTIVE DATE:	<u>July 11, 2014</u>
EXPIRATION DATE:	<u>August 28, 2018</u>

1.8 Directorate Locator and Information Tracking System (LISTS) Monitors shall notify the GSFC Security Division LISTS manager with any personnel changes such as building or office location, telephone extension, home address, or emergency phone numbers for GSFC personnel, contractor personnel, and others included in the locator files.

1.9 The GSFC Security Division shall sign for, and take possession of all registered mail packages that contain classified materials.

1.10 The Office of Communications shall review all mail that has a congressional frank, or mail received from another country that is not specifically addressed to an employee or organization of GSFC.

1.11 GSFC Customers shall:

- a. Provide the MSC supervisor changes to current specialized distribution lists.
- b. Provide the MSC supervisor requests for new specialized distribution lists.

2.0 General Mail Guidelines

- a. All mail coming in to the MSC shall be scanned through GSFC receiving and inspection x-ray process before any mail is delivered to the MSC.
- b. Personal, non-business related mail pieces received in the MSC shall be placed to the side and the addressee shall be contacted. The addressee will be instructed to come to the MSC to pick up their mail piece, as the MSC is not responsible for the handling or delivery of personal, non-business related mail pieces.
- c. At Greenbelt mail is processed for internal delivery once a day at approximately 3:00 p.m. Mail is removed from each bin one code at a time and placed in the appropriate building mail bin. When the mail bins are full they are placed on carts for loading onto a delivery truck. These carts are picked up by the mail delivery personnel on a scheduled basis in accordance with the mail delivery and pick-up schedule set by the MSC.
- d. At WFF internal mail is processed for delivery twice a day at approximately 12:30 p.m. and 3:30 p.m., and USPS mail is processed for delivery once a day at approximately 12:30 p.m. Mail is removed from each bin one code at a time, banded, and placed in the appropriate building mail basket. When the mail baskets are full, they are loaded onto the delivery vehicle. The mailroom clerks deliver mail on a scheduled basis in accordance with the mail delivery and pick-up schedule set by the MSC.
- e. At Greenbelt there is one scheduled mail run each day, and at WFF, there are two scheduled mail runs each day. Mail delivery personnel deliver mail to each building's mail station and retrieve the outgoing mail from each building's mail station.

DIRECTIVE NO.	<u>GPR 1460.2B</u>
EFFECTIVE DATE:	<u>July 11, 2014</u>
EXPIRATION DATE:	<u>August 28, 2018</u>

f. Mail that is picked up from a mail station or dropped off to the MSC that is not ready for acceptance by the USPS is returned to the sender for correction. The customer has access to mailroom supplies if the volume of supplies needed is small. Otherwise, customers themselves shall obtain whatever materials needed to ready the mail for delivery to the USPS.

g. All NASA GSFC government mail is metered as first-class mail. All metered mail is picked up by the USPS at 3:00 p.m. each day at Greenbelt, and all metered mail is delivered to the USPS by 3:00 p.m. each day at WFF.

h. Suspicious items that are seen as having the potential to pose an immediate threat, for example those which contain protruding wires or powdery substances, will be placed gently on the nearest flat surface. If the item has not been handled, the package will remain untouched and in its original position. The MSC employee shall immediately call 911. After calling 911 the Medical and Environmental Division (Code 250), and the Occupational Safety and Health Division (Code 350), and the MSC supervisor shall be notified. All individuals in the MSC area will immediately evacuate the area and wait outside of the MSC for further instructions from the MSC supervisor or Security personnel. While exiting the MSC, employees will push the Emergency HVAC shut down button in order to secure ventilation to the MSC. This includes all employees and customers who are in the MSC area at the time the suspicious package is identified. Suspicious mail that does not pose an immediate threat shall be placed in the MSC glove box by an MSC employee. After placing the suspicious mail in the MSC glove box, the MSC employee shall immediately call the Medical and Environmental Division (Code 250).

Once all employees have been evacuated and the area has been secured, the MSC Supervisor shall notify the prime contractor's Distribution Branch Manager and the GSFC Mail Manager of the situation. In the event that neither of these individuals can be immediately reached, the MSC Supervisor will proceed to notify the Information and Logistics and Technical Information Management Division at extension 6-5733. The Suspicious Mail Log, 270-FORM-0098, will be completed by the MSC Supervisor once the immediate threat has been resolved and it is safe to return to the MSC to do so.

3.0 Distributions

a. Material for distribution may be received from the GSFC duplicating shop, outside vendors, incoming parcels, the internal mail systems, and from employees and off-site individuals.

b. Each delivery is reviewed by the distribution clerk at Greenbelt or by the duplicating machine operator at WFF to determine if the job is an approved GSFC distribution. When a customer drops off a distribution job, the material is reviewed before the customer leaves to verify the distribution requirements. If the material received is from an outside printer, a count of the material received is verified against the materials packing slip before the material is signed for.

c. The turnaround time for distribution jobs is 3 workdays, unless special circumstances require special handling, or the distribution job requires unique support requirements. In these situations, the customer is contacted and a new completion date is negotiated.

DIRECTIVE NO.	<u>GPR 1460.2B</u>
EFFECTIVE DATE:	<u>July 11, 2014</u>
EXPIRATION DATE:	<u>August 28, 2018</u>

d. At Greenbelt, the duplicating operator reproduces the documents that will be distributed center-wide. A software package entitled Expert Label is used to print each employee's name and code directly onto each document. The MSC delivers the labeled distribution to each department's mailbox. The mail coordinator for each building is responsible for ensuring that each employee receives the distribution.

At WFF, the duplicating operator reproduces the documents that will be distributed center-wide. The duplicating operator prints labels for each employee on the WFF distribution list using the Wallops Automatic Label Printing System (WALPS). These labels are affixed at the top of each document. The MSC delivers the labeled distribution to each department's mailbox. The mail coordinator for each building is responsible for ensuring that each employee receives the distribution.

e. At WFF, the distribution lists are maintained in the WALPS. The MSC is responsible for maintaining the specialized distribution lists that are created for WFF civil servants, contractors and tenant personnel. Standard distribution lists are manually updated when changes are made to the LIST system. All badged employees at WFF will be included in the full distribution list including interns, part-time staff, and non-seated employees (such as janitorial, painters, carpenters, electricians, etc.). This process will ensure that all badged employees who work at WFF are kept abreast of NASA directives and other official announcements.

f. Upon completion of the distribution job, a distribution confirmation letter shall be completed and mailed to the originator of the distribution. The distribution confirmation letter includes the date that the distribution job was completed and a copy of the material that was distributed. Distribution confirmation letters do not need to be completed for routine distributions such as the Goddard News, GEWA flyers, WEMA flyers, and NASA Federal Credit Union flyers. The distribution confirmation letter shall be completed and forwarded to the originator within 2 days of completion of the distribution job.

g. At Greenbelt, customers requesting changes to a current specialized distribution list shall provide the MSC supervisor with a list of changes needed and the distribution identification number. Once all changes are made, a report detailing current recipients of that distribution list is generated and returned to the originator for review and approval.

At WFF, customers requesting changes to the current distribution list shall complete the Mail Services Customer Change Form, GSFC 11-1. Once all changes are made, a report detailing current recipients of that distribution list is generated and returned to the originator for review and approval. Changes and/or additions to the specialized distribution lists are generally completed within 3 days. The previous distribution list will be destroyed, (in accordance with NASA Records Retention Schedule NRRS 1/88A1), after appropriate revisions have been implemented.

h. Customers requesting a new specialized distribution list must submit a request through the Customer Service Office (Code 200.2). After the request is approved, the Print Shop will create the new distribution list and the list will be reviewed and approved by the originator before it is used.

i. Changes and/or additions to the specialized distribution lists shall be completed within 3 working days. Special requests are reviewed on a case-by-case basis.

4.0 International Mail

a. Designated Countries

All international mail and small packages going to a designated country, as defined by NPR 1450.10D, Appendix E, must be approved by the Export Control Office, Code 274, at the Greenbelt location, prior to shipping.

All small packages and mail correspondence that require/request tracking (via FedEx, UPS, etc.) will require a completed GSFC Form 11-54 (Shipping and Mailing Request Form) if being sent to a designated country.

All routine mail (non-tracked) destined to a designated country will require a 270 Form-0097 (International Mail Screening) Letter. The International Mail Screening letter is not required when using the GSFC Form 11-54.

b. Non-Designated Countries

Correspondence and small packages going to non-designated countries will be randomly selected by the mail room for the Export Control Office approval. The mail room representative will provide you with the 270 Form-0097 (International Mail Screening) letter to be signed by the Export Control Office, prior to shipping.

Designated Country		
	ECO Approval	Form Needed
Small Packages	Mandatory	GSFC 11-54
Correspondence - Tracked	Mandatory	GSFC 11-54
Correspondence - Not Tracked	Mandatory	270 Form-0097
Non-Designated Country (Random Sampling Only)		
	ECO Approval	Form Needed
Small Packages	Random Sample	GSFC 11-54
Correspondence - Tracked	Random Sample	GSFC 11-54
Correspondence - Not Tracked	Random Sample	270 Form-0097

DIRECTIVE NO.	<u>GPR 1460.2B</u>
EFFECTIVE DATE:	<u>July 11, 2014</u>
EXPIRATION DATE:	<u>August 28, 2018</u>

Both documents, the GSFC 11-54 and the International Mail Screening letter, must contain: a brief description of the item, the name, address and phone number it is being shipped to, the contact info of the GSFC representative shipping it and annotate if it contains International Traffic and Arms Regulation (ITAR) technical data.

c. Wallops Flight Facility

At the WFF location, the outgoing mail clerk sorts through mail pieces to verify that mail is processed to an approved country. All international mail and small packages addressed to a designated country must have signature approval from the Goddard Export Control Office, Code 274, prior to processing by the WFF MSC and Transportation Office. Both documents, the GSFC Form 11-54 and the International Mail Screening letter, must contain a brief description of the item, the name, address and phone number it is being shipped to, the GSFC representative shipping it and annotate if it contains International Traffic and Arms Regulation (ITAR) data. Customers should forward documentation to GSFC Code 274 prior to shipping. Mail pieces that do not already have approval by Code 274 shall be returned to the sender along with a GSFC Form 11-54, Shipping and Mailing Request form. All approved international mail pieces will be delivered by the MSC to the USPS for processing as either Air Mail or International Priority Air Mail (IPA) service. Mail that has been marked "air mail" by the customer is sorted as such, so it will receive IPA service. All other international mail pieces will receive International Surface Air Lift (ISAL) service. All international mail received by the MSC prior to 1:00 pm will be processed the same day; otherwise it will be locked up in the MSC overnight for safekeeping. Correspondence and small packages going to non-designated countries will be randomly selected by the mail room for the Export Control Office approval. The mail room representative will provide you with a letter to be signed by the Export Control Office, prior to shipping.

d. Copies of correspondence from the Export Control Office approving the processing of mail to a designated country shall be kept in a file in date sequence in accordance with the NASA Records Retention Schedule (NRRS).

5.0 Special Services Mail

a. All registered mail packages shall be examined to determine whether or not the package contains classified materials. Registered mail that does not contain classified materials will be re-sealed and delivered to the addressee with the other special services mail.

b. At Greenbelt, any special services mail pieces received prior to 9:00 a.m. shall be processed for same-day delivery. If a USPS Express mail package is received after 9:00 a.m. and the Transportation drivers have already made their daily pick up of special services mail pieces, the MSC supervisor shall telephone the addressee. The addressee will be informed that they have the option to personally pick the package up or wait until the next business day for delivery. All special services mail pieces that remain in the MSC overnight shall be secured in a locked safe in the MSC. Only MSC employees have access to the safe.

c. At WFF, all special services mail pieces shall be processed for same-day delivery.

DIRECTIVE NO.	<u>GPR 1460.2B</u>
EFFECTIVE DATE:	<u>July 11, 2014</u>
EXPIRATION DATE:	<u>August 28, 2018</u>

d. At Greenbelt, customers wishing to send a registered, certified, or express mail piece must complete a GSFC Form 11-54, Shipping and Mailing Request form. The form and mail piece are then given to the MSC lead for processing. The MSC lead shall review all items for proper address information and packaging for processing through the USPS.

e. The USPS delivers receipts for registered and certified mail pieces originated at GSFC back to the MSC. The original return receipt shall be kept in the MSC and a copy of the signed return receipt card is returned to the customer that originated the mail piece.

f. At WFF, the mail clerk or customer shall complete the PS Form 3877, Firm Mailing Book for Accountable Mail form for any Certified, COD, Delivery Confirmation, Express Mail, Insured, Recorded Delivery (International), Registered, Return Receipt for Merchandise, and Signature Confirmation mail in accordance with instructions in the book. The mail clerk shall review all items for proper address information and packaging for processing through the USPS, meter the mail piece, and deliver it to the USPS for processing. When the book and any receipts are returned by the USPS, the mail clerk shall file all receipts with the book.

g. All supplies needed for outgoing special services mail can be obtained through the USPS.

6.0 Building Mail Stations/Bins

a. Requests for mail service to a new GSFC building are coordinated with and approved by the Technical Information and Management Services Branch, Code 271. The MSC shall be notified in writing of the requirement to deliver mail to a new building and the appropriate changes shall be made to the mail delivery schedule.

b. At Greenbelt, the mail station will consist of a 3-bag mail rack with bags, incoming mail bins, and a copy of all current signs to include the current mail delivery schedule. An internal mail sign shall be placed over the 3-bag mail rack to identify the appropriate bags to use for various types of outgoing mail. The 3-bag mail rack shall include a green bag for internal mail, a grey bag for external mail, and a brown bag for other NASA Center mail.

c. At WFF, the mail station will consist of incoming and outgoing mail bins, labeled accordingly.

d. The mail station location shall be coordinated with the building facilities operations managers (FOMs), and the MSC. The mail station shall provide adequate room for delivery and pick up of the mail by both MSC personnel and building occupants and meet all safety requirements for movement in the area.

e. The mail station will include plastic bins or shelves at Greenbelt and metal, plastic, or wood bins or shelves at Wallops for each mail code that will receive mail in that building. A tag with the appropriate mail codes shall be neatly written and placed on the front of the bin or shelf. The mail bins or shelves shall be labeled and placed in ascending numerical sequence.

DIRECTIVE NO.	<u>GPR 1460.2B</u>
EFFECTIVE DATE:	<u>July 11, 2014</u>
EXPIRATION DATE:	<u>August 28, 2018</u>

- f. Re-organizations and the establishment of new mail codes require that mail stations be continually updated. Requests for mail code changes shall be made in writing by the affected organization's Branch Office and submitted to the MSC supervisor. The MSC supervisor coordinates these changes with the GSFC LISTs coordinator.
- g. Organizations requesting a new mail code shall indicate the building in which the new mailbox is needed. New mail codes are assigned in a consistent manner with the organizational code.
- h. Customers requesting a mail bin move shall provide the current location of the mail bin, the new building where the mail bin is needed, and the date when the move needs to take place.
- i. Customers requesting the cancellation of a mail code shall provide the current location of the mailbox, the date that the cancellation should occur, and whether mail received for the deleted code should be forwarded to another code. Mail codes cannot be deleted if there are still employees assigned to that mail code in the LISTs database. All requests for the deletion of a mail code shall be checked with the Center LISTs monitor prior to processing.
- j. At WFF, organizations with five or less employees shall be provided with an outdoor metal or plastic mailbox which meets USPS standards. Code 271 shall complete the request for a mailbox and request installation via the WFF Facilities Management Branch. All incoming or outgoing mail shall be placed in the mailbox.
- k. All requests for mail code changes are performed by MSC personnel and shall be completed within 48 hours of the request or by the requested date of completion.

7.0 Maintenance of Mail Stations

- a. It is the responsibility of the MSC to ensure that all Center mail stations are kept in clean and safe condition.
- b. A member of the MSC shall visually inspect building mail stations at least once every 3 months. MSC personnel shall ensure that all appropriate signs are posted and in good condition, that there is no trash nor empty mailbags lying around the mail station, and that all mail bins are properly labeled and in ascending numerical sequence. Discrepancies shall be corrected immediately. Code 271 will be responsible for coordinating with the WFF Facilities Management Branch to repair or replace mailboxes on the main base and island locations on an as needed basis.
- c. MSC personnel shall ensure that all bins are reorganized as necessary when mail codes are added, changed, or deleted at any building mail station.
- d. If furniture serves as the mail station and is found to be unsafe, immediate steps shall be taken to correct the safety hazard and replace the furniture. The MSC supervisor shall contact the Excess Warehouse for available furniture that could serve as a building mail station.

DIRECTIVE NO.	<u>GPR 1460.2B</u>
EFFECTIVE DATE:	<u>July 11, 2014</u>
EXPIRATION DATE:	<u>August 28, 2018</u>

Page 13 of 15

Appendix A – Definitions

None

Appendix B – Acronyms

COD	Collect on Delivery
ECO	Export Control Office
FOM	Facilities Operations Managers
GEWA	Goddard Employees Welfare Association
GISS	Goddard Institute for Space Studies
GSA	General Services Administration
GSFC	Goddard Space Flight Center
IPA	International Priority Air
ITAR	International Traffic and Arms Regulation
ISAL	International Surface Air Lift
LISTS	Locator and Information Tracking System
MSC	Mail Service Center
NASA	National Aeronautics and Space Administration
NRRS	NASA Records Retention Schedule
USPS	United States Postal Service
WALPS	Wallops Automatic Label Printing System
WEMA	Wallops Exchange and Morale Association
WICC	Wallops Institutional Consolidated Contract
WFF	Wallops Flight Facility

DIRECTIVE NO. GPR 1460.2B
EFFECTIVE DATE: July 11, 2014
EXPIRATION DATE: August 28, 2018

Page 15 of 15

CHANGE HISTORY LOG

Revision	Effective Date	Description of Changes
Baseline	03/12/2012	Initial Release
A	08/28/2013	<ul style="list-style-type: none">- Clarified procedures for processing international mail.- Clarified procedures for distributions.- Clarified special mail services for mail kept in the MSC overnight.
B	07/11/2014	Administrative Revision to clarify Section 4.0, Export Control